

Healthy Options Children

Single Item Measure

Question 20

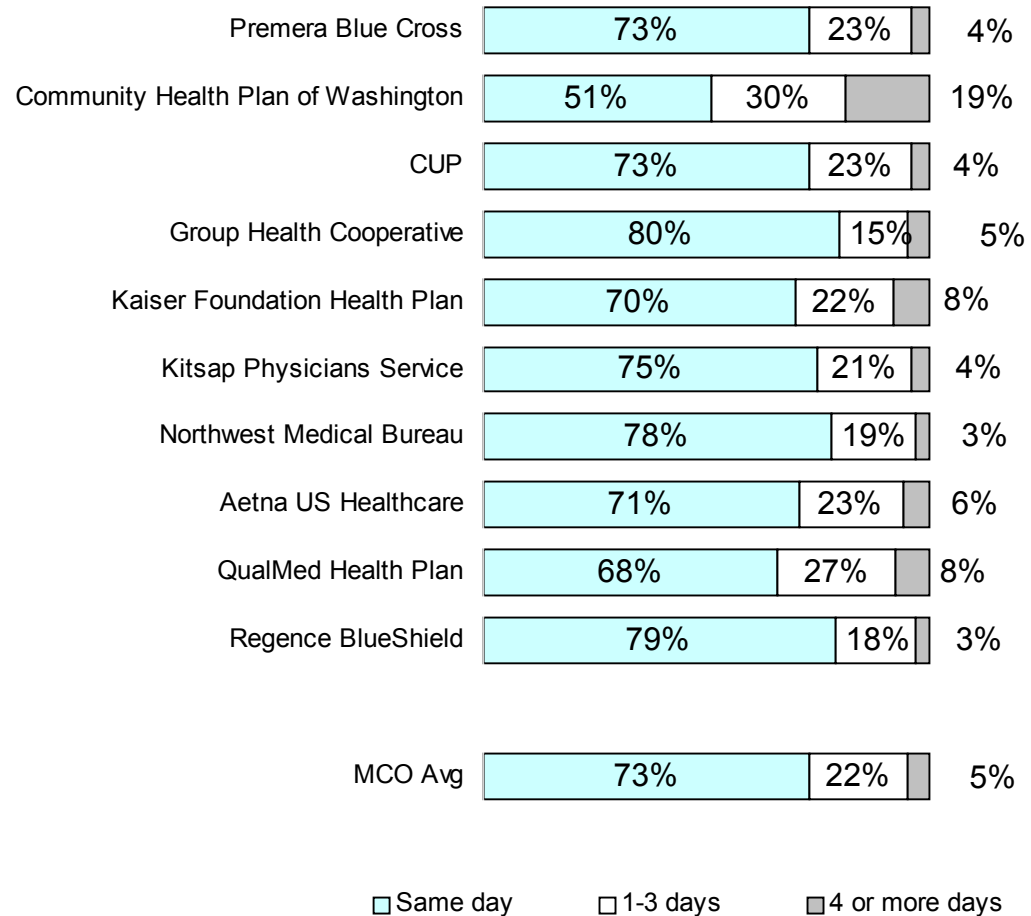
Survey respondents were asked:

“In the last 6 months, how long did your child usually have to wait between trying to get care and actually seeing a provider for an illness or injury?”

Note:

This question was answered by people who indicated their child had had an illness or injury that needed care right away during regular office hours in the first 6 months of 1998.

Q20 Days waiting for acute care (N=1,812)



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Question 23

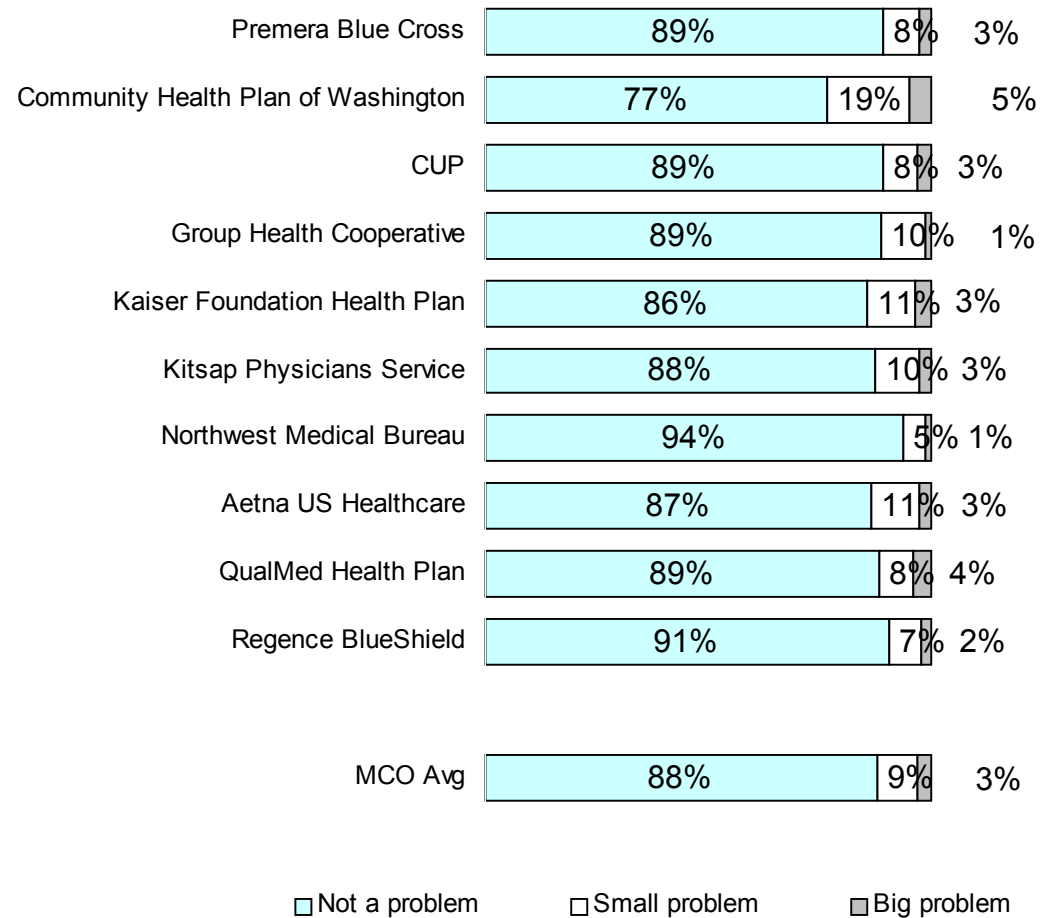
Survey respondents were asked:

“In the last 6 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?”

Note:

This question was answered by people who indicated their child had been to a doctor or clinic in the first 6 months of 1998.

Q23 Problems getting the care necessary (N=3,355)



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Question 24

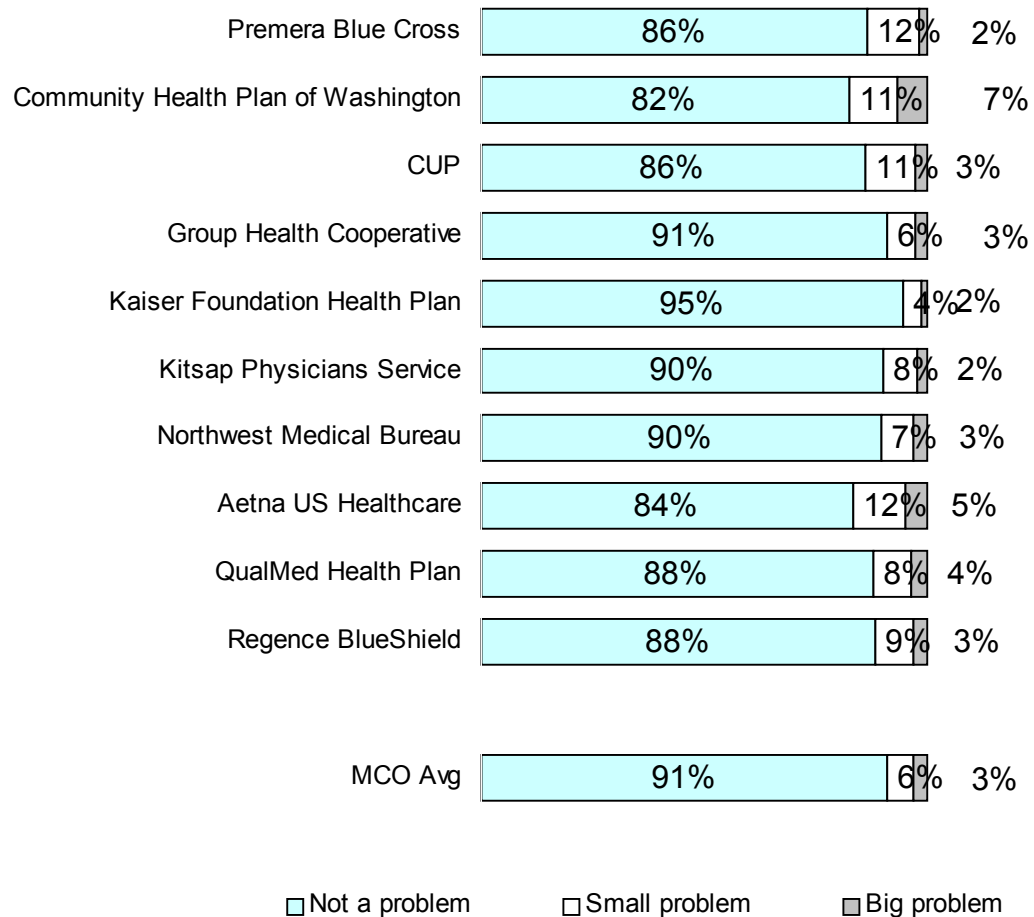
Survey respondents were asked:

“In the last 6 months, how much of a problem, if any, were delays in your child’s health care while you waited for approval by your child’s health plan?”

Note:

This question was answered by people who indicated their child had been to a doctor or clinic at least once in the first 6 months of 1998.

Q24 Problems getting care delayed due to approval (N=3,356)



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Question 25

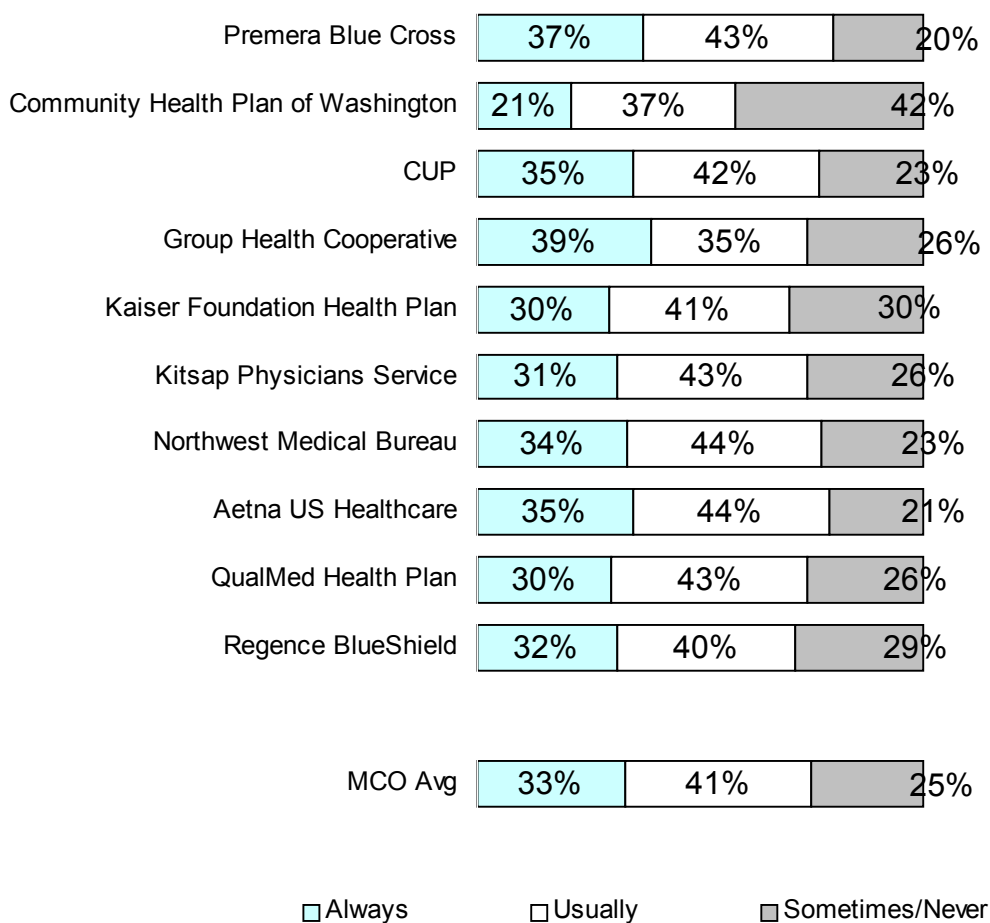
Survey respondents were asked:

“In the last 6 months, how often did your child wait in the doctor’s office or clinic more than 15 minutes past the appointment time to see the person your child went to see?”

Note:

This question was answered by people who indicated their child had been to a doctor or clinic at least once in the first 6 months of 1998.

Q25 Waiting for less than 15 minutes to see the doctor (N=3,239)



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Question 26

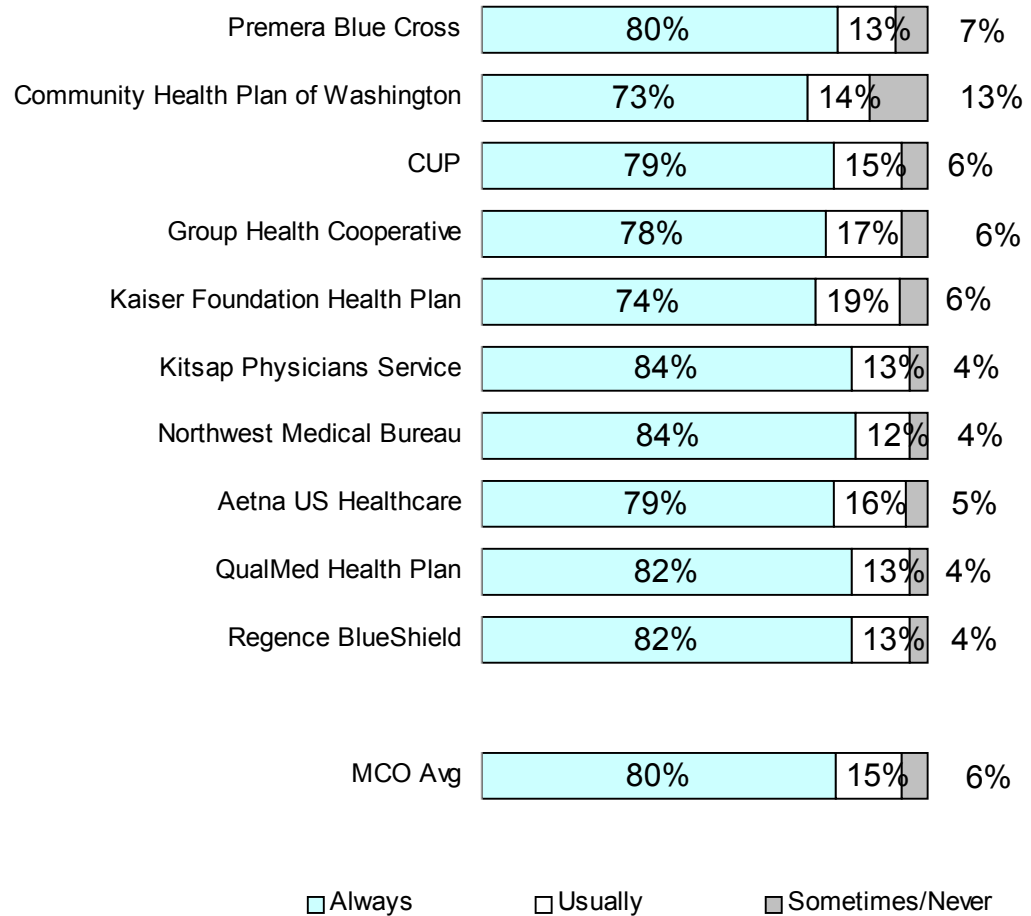
Survey respondents were asked:

“In the last 6 months, how often did office staff at your child’s doctor’s office or clinic treat you and your child with courtesy and respect?”

Note:

This question was answered by respondents who indicated that their child had been to a doctor’s office or clinic at least once in the first 6 months of 1998.

Q26 Office staff treated patients with courtesy and respect (N=3,357)



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Question 27

Survey respondents were asked:

“In the last 6 months, how often were office staff at your child’s doctor’s office or clinic as helpful as you thought they should be?”

Note:

This question was answered by respondents who indicated that their child had been to a doctor’s office or clinic at least once in the first 6 months of 1998.

Q27 Office staff were helpful (N=3,344)

